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November 18, 2002

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W., TW-B204
Washington, D.C. 20554

**Re: WC Docket No. 02-314 – Application of Qwest
Communications International Inc. for
Authorization to Provide In-Region, InterLATA
Service in the States of Colorado, Idaho, Iowa,
Montana, Nebraska, North Dakota, Utah,
Washington and Wyoming**

Dear Ms. Dortch:

Qwest Communications International Inc. (“Qwest”) submits this filing at the request of Commission staff, which asked Qwest to provide data for OP-5, OP-5*, and OP-5++ (also known as “Service Order Accuracy”) for the months of June through September, disaggregated into manually- and electronically-handled orders.

To resolve confusion that may have arisen with regard to Qwest’s performance measures, Qwest first clarifies that:

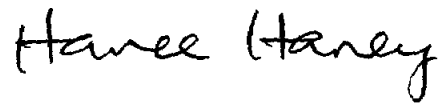
- OP-5 measures new service installation quality;
- OP-5* measures new service installation quality, excluding trouble reports that were classified as No Trouble Found; and
- OP-5++ (also known as “Service Order Accuracy”) measures service order accuracy in terms of LSR/Service Order mismatches.

OP-5 and OP-5* cannot be disaggregated as requested by Commission staff because there currently is no linkage between the service order and trouble report. That is why these measures are based on a two-month average of service orders. Qwest intends to be able to associate trouble reports with

service orders beginning with its November performance results, produced in December. Qwest is in the process of gathering the information needed to respond to Commission staff's request regarding OP-5++ (also known as "Service Order Accuracy") and expects to submit that information under separate cover shortly.

The twenty-page limit does not apply to this filing.

Sincerely,

A handwritten signature in black ink that reads "Hamee Haney". The signature is written in a cursive, slightly slanted style.

cc:	E. Yockus	J. Jewel	J. Stanley
	M. Carowitz	P. Baker	C. Washburn
	G. Remondino	C. Post	S. Vick
	J. Myles	P. Fahn	S. Oxley
	R. Harsch	B. Smith	J. Orchard